



## Improving Care Forum – Transition Care Program (September 2007) continued

Representatives from the field, who after all are at the coalface of service delivery, were invited to deliver the majority of the presentations. The forum was opened by Susan Race, Acting Manager, CC&CSD, who welcomed the enthusiasm from the sector about this program, evident by the record attendance for this session. Nicole Doran, Manager Sub-acute Services, provided the background, the current situation and where Victoria was heading with TCP. Nicole concluded that TCP is making a significant contribution to the provision of the right level of care, at the right time, and in the right place, meaning efficiency in resource utilisation and better care outcomes for older people! Nicole also expressed the department's commitment to addressing the challenges in collaboration with the Health Services.

Flinders University project officer Lynne Giles presented data on the National Evaluation being undertaken. It was interesting to see the data pertaining to Victoria and to hear about how and why this differed from other jurisdictions. The evaluation found that 93 per cent of TCP recipients reported to be satisfied or very satisfied with the program, recognising the efforts and dedication of program personnel.

Following morning tea, the forum focused on TCP across the continuum. This session was chaired by Anthony Black, Director of Nursing and Operations at Peter James Centre (Eastern Health), and panel representatives spoke about TCP implementation at five key continuum points:

- Discharge planning in the acute environment (Debbie Wilkinson, Northern Health).
- Working with Age Care Assessment Service (Maureen Smith, Bayside Health).
- Managing the program (Liz Thomas, Eastern Health).
- TCP based in a residential aged care setting within a Health Service setting (Cherie Hunter, Melbourne Health).
- TCP in the community (Keith Storace and Catherine O'Reilly, Melbourne Health).

After lunch and the opportunity to network, the focus turned to models of care, consisting of four presentations from metropolitan and regional health services. These focused on:

- the strengthening of internal and external relationships that resulted from the introduction of TCP (Sue Goonan, Peninsula Health)
- the journey experienced in operating on site TCP bed-based places (Stephen Vale, St Vincent's Health)
- implementing TCP in a regional setting (Liz Hamilton and Robin Cottrill, Bendigo Health)
- the benefits in using two residential care sites and the incentive to outsource home based care services (Valerie Mead, Bayside Health).

Concurrent workshops concluded the final part of the forum and encouraged further learning and sharing of experiences from the field. The first workshop was titled 'Supporting and empowering staff' and 'Improving the older person's journey'. The presentations were:

- Debbie Bedford (Waldreas Village) shared her experience of integrating TCP in a residential care setting.
- Lillian Dunn (St Vincent's Health) spoke of the need for cultural change in understanding and working with TCP.
- Maree Bennett (Barwon Health) highlighted the need for preliminary work prior to patients being admitted to TCP.
- Amy McIvor (Western Health) concluded the workshop with a case study which demonstrated the success of TCP in providing improved care, advocacy and outcomes for older people.

The second workshop was titled 'Right care, right time, right place' in which:

- Tracey Knox (Southern Health) and Sally Church (Peninsula Health) used case studies to demonstrate how the Transition Care Program provides continuity of care from hospital to home.

Presentations from the September Improving Care Forum – Transition Care Program can be accessed via the following link: [www.health.vic.gov.au/improvingcareforums](http://www.health.vic.gov.au/improvingcareforums)





## Continuing Care and Clinical Service Development contact details

Name	Title	Email	Phone
<b>Susan Race</b>	<b>Acting Manager, CC &amp; CSD</b>	<b>Susan.Race@dhs.vic.gov.au</b>	<b>9096 2721</b>
Hannah Cameron	Executive Assistant, CC & CSD	Hannah.Cameron@dhs.vic.gov.au	9096 2136
Coralie Kennedy	Project Support, CC & CSD	Coralie.Kennedy@dhs.vic.gov.au	9096 1337

### Health Independence Programs

Elisa Tumino	Senior Project Officer	Elisa.Tumino@dhs.vic.gov.au	9096 1334
Juliet Coles	Senior Project Officer	Juliet.Coles@dhs.vic.gov.au	9096 0507
Charlotte Dart	Senior Project Officer	Charlotte.Dart@dhs.vic.gov.au	9096 1412
John Masci	Senior Project Officer	John.Masci@dhs.vic.gov.au	9096 2169
Carol Pyke	Senior Project Officer	Carol.Pyke@dhs.vic.gov.au	9096 1335
Chelsea Simpson	Senior Project Officer	Chelsea.Simpson@dhs.vic.gov.au	9096 7138

### Clinical Service Development

<b>Louise Devereux</b>	<b>Manager</b>	<b>Louise.Devereux@dhs.vic.gov.au</b>	<b>9096 1348</b>
Greg Dowling	Senior Project Officer	Gregory.Dowling@dhs.vic.gov.au	9096 7374
Paul Fennessy	Senior Project Officer	Paul.Fennessy@dhs.vic.gov.au	9096 2142
Usha Mudaliar	Senior Project Officer	Usha.Mudaliar@dhs.vic.gov.au	9096 0509
Cathy Krishnan	Senior Project Officer	Cathy.Krishnan@dhs.vic.gov.au	9096 1332
Alice Gleeson	Senior Project Officer	Alice.Gleeson@dhs.vic.gov.au	9096 0510

### Sub-acute Services

<b>Nicole Doran</b>	<b>Manager</b>	<b>Nicole.Doran@dhs.vic.gov.au</b>	<b>9096 2689</b>
Sylvia Chen	Senior Project Officer	Sylvia.Chen@dhs.vic.gov.au	9096 1336
Joan Snyder	Senior Project Officer	Joan.Snyder@dhs.vic.gov.au	9096 2027
Tania Cossich	Senior Project Officer	Tania.Cossich@dhs.vic.gov.au	9096 0487
Gail Roberts	Senior Project Officer	Gail.Roberts@dhs.vic.gov.au	9096 1338
Betty Tzouvelis	Senior Project Officer	Betty.Tzouvelis@dhs.vic.gov.au	9096 1313